



MAINE ENERGY
MARKETERS ASSOCIATION



**MEMA TECHNICAL
EDUCATION CENTER**

STUDENT HANDBOOK



MEMA TECHNICAL EDUCATION CENTER 207-729-5298

MAINE ENERGY MARKETERS ASSOC. 25 GREENWOOD RD, BRUNSWICK, ME 04011

CONTENTS

Welcome to MEMA Technical Education Center..... 1

I. About MEMA Technical Education Center 2

 WHO WE ARE:..... 2

 What we do:..... 2

 What is HVAC-R? 2

 Why a career in HVAC?..... 2

 How is MTEC different?..... 3

 Meet the Instructors 3

II. Tuition Assistance 4

 Five County Credit Union..... 4

 Maine Career centers 4

 Meritize 4

 GI Bill ® 4

III. Next StepS in enrollment..... 5

 Schedule a Tour 5

 Register online or with the staff at MTEC 5

IV. Policies..... 6

 Attendance 6

 Holidays 7

 Cell Phones 7

 Class Cancellations 7

 code of conduct 7

 Nondiscrimination and Nonharassment Policy 8

 Prerequisites..... 9

 Performance & TESTING 9

 Personal Protective Equipment 10

 Substance Use/Abuse 10

 Smoking..... 11

 Student Parking 11

 Use of MTEC Tools 11

V. Refund Policy..... 11

Receipt & Acknowledgement of MTEC Student Handbook..... 13

Additional Policy & Waivers..... 14

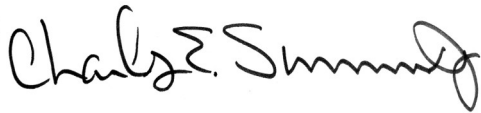
WELCOME TO MEMA TECHNICAL EDUCATION CENTER

This Student Handbook has been prepared both to acquaint Students with the Technical Education Center and its student policies, and as a reference source for questions you may have from time to time throughout your studies. Please read this handbook carefully and if you have questions, direct them to your instructor or the Business Manager.

It is our goal to provide an educational and supportive learning environment to all students, to build skills and capabilities and to set up our student to be leaders in the industry.

We look forward to helping you reach your educational and professional goals!

Sincerely,



Charles E Summers, Jr.
President/CEO
Maine Energy Marketers Association

I. ABOUT MEMA TECHNICAL EDUCATION CENTER

WHO WE ARE:

MTEC is a 501 c3 non-profit HVAC-R technical training facility certified by the Maine State Department of Education and supported by a network of over 300 hiring energy companies throughout Maine and New Hampshire. MTEC programs and operations are overseen by an all-volunteer **Education Foundation Committee**, comprised of business owners and professionals currently working in the industry. The members of 2022 Education Committee are: **Roger Arsenault of Community Energy, Charlie Burnham of Charlie Burnham Energy, Matt Wotton of The Granite Group, Dave Moody of F.W. Webb, Kate Cavanagh of Estes Oil & Propane, Gary Haines of RH Foster Energy, Matt Poole and Rob Wilkes of Colby & Gale, Steve Whitcomb of HO Bouchard (retired), Dan Breed of Sweeney Rogers Geraghty, Dennis Steinert of The Steinert Co (retired), and Steven Temple of Sail Energy/Murray-Heutz Oil & Propane**

MTEC's staff is here to help. Whether you're changing professions, coming out of the military or fresh out of high school, we want you to feel welcome and informed. We recommend all potential students come in for a tour of the school. This allows you to meet our instructors and ideally see a current class "in action" (working in the lab). This also gives you a chance to meet our Business Manager and ask any payment related questions.

WHAT WE DO:

MTEC provides hands-on training and certification for individuals interested in working in the heating, ventilation, air conditioning and refrigeration industries (HVAC-R). MTEC's 2400 and 1400 square foot training labs provide a comprehensive learning environment by allowing students to work directly with various types of equipment they will see in the field. Courses are taught by master-level instructors who have over a century of combined industry experience. MTEC instructors believe that to truly master a trade, students need to work with their hands. MTEC currently offers training and licensing preparation in Oil heat, Propane, Natural Gas, Air Conditioning, Refrigeration, and heat pumps.

WHAT IS HVAC-R?

HVAC-R stands for Heating, Ventilation, Air Conditioning and Refrigeration. On average, HVAC-R is responsible for up to 50% of annual energy consumption in both residential and commercial properties. Typical energy sources used by the HVAC-R industry are: Oil, Propane, Natural Gas, Bioheat, Solar and Geothermal.

WHY A CAREER IN HVAC?

In response to increased interests in energy efficient technology and building practices, the HVAC industry is projected to grow an astounding 21% by 2022 - a number well

above the national average for other trades. Nearly all commercial and residential buildings – from hospitals and offices; schools and museums; restaurants and shopping malls – need effective and affordable energy solutions to stay comfortable and remain cost effective to operate. HVAC is one career that cannot be automated or outsourced, so opportunities are vast in this professional field!

HVAC Professionals are often the frontline personnel who provide solutions to the energy issues that home and business owners face. By understanding first-hand how various systems and technologies work, technicians can evaluate equipment performance and make recommendations to consumers that help reduce costs while improving performance.

HOW IS MTEC DIFFERENT?

- **Exclusive Member Network:** MTEC is owned and operated by over 300 Maine based member companies who help to design educational programs, donate equipment and hire graduates from the school they themselves fund.
- **Courses are specific and direct:** There is no need to take general education classes like Mathematics or English. When enrolled at MTEC, students will focus full-time on *only* the training and certifications they wish to obtain.
- **Hands-on Learning:** At MTEC, we believe in learning by doing. While some schools train only via textbook, MTEC students work with the equipment they will see in the field in addition to gaining textbook knowledge.
- **Intensive Approach:** MTEC programs save time. For example, our six-week *Oil Heat Technician Training* program eliminates six months of apprentice time required for Maine State Journeyman licensing!
- **Stability and Longevity:** There is no shortage of employment opportunities in this field, and the trade skills earned at MTEC will last a lifetime, regardless of where a student lives or works.

MEET THE INSTRUCTORS

Roger Mitchell – Dean

Roger started his own Heating career in the U.S. Air Force obtaining his Maine Oil Burner License during his enlistment. A seasoned veteran of the HVAC industry for over 30 years, Roger was instrumental in the creation of the training program at MTEC. Serving as Dean of Technical Education for 10 years, Roger wrote curriculums and developed hands-on training methods for many of MTEC's programs. Roger enjoys working with renewable energy heating equipment and has been a System 2000 authorized dealer until December 2022 when he accepted the title of Dean of MTEC once again.

MEMA TECHNICAL EDUCATION CENTER

Student Handbook 2023

Dan Weber – Lead Instructor

Dan has been in the industry for over 30 years. He works in the residential, commercial and industrial areas of the Trade. He became a foreman while employed by Plumbers and Pipe Fitters Local 112. He assisted in developing and teaching one of the first Building Automation Systems courses. Dan now resides in Portland, Maine and has a Master Oil Burners License, is licensed in Maine and New Hampshire for Gas and has been EPA certified since 1994.

Jon Green - Instructor

With over 25 years of experience in the HVAC-R industry, Jon has done it all, from working out in the field to spending 10 years as a service manager. For 8 out of those 10 years, he served as President of the CT Valley Service Managers' Association (CVSMA). Jon holds a Master-level Oil technician license and is certified in both Propane & Natural Gas and Universal Refrigeration Handling.

II. TUITION ASSISTANCE

FIVE COUNTY CREDIT UNION

Students can apply for a loan through Five County Credit Union. For more information visit www.fivecounty.com

MAINE CAREER CENTERS

Career Centers statewide have tapped into the workforce development opportunities available at MTEC, and as a result help to subsidize tuition for many students annually. Reach out to your local Career Center to see what they can offer

MERITIZE

Funding available through Meritize. With a Meritize loan, you can enhance your credit evaluation and improve your loan options by sharing your academic, military or work achievements. Providing this information lets you get credit for your merit and fund your education.

For more information visit <https://apply.meritize.com>

GI BILL ®

The HVAC-R industry is a seamless fit for Veterans who have a desire to continue serving the communities around them. Nearly all MTEC programs are approved for use of GI Bill Benefits, and Veterans of all service backgrounds are encouraged to apply!

***GI Bill ® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <http://www.benefits.va.gov/gibill>.**

Specific policies for GI Bill recipients:

- Credit for Prior Learning. The school maintains a written record of the previous education and training of the GI Bill recipient and grant credit appropriately, with the training period shortened proportionately. (38 CFR 21.4254(c)(3))
- Standards of progress and grades. Programs are Pass/Fail. Instructors are to conduct assessments both during and at the end of the program. Certificates are awarded to those who successfully complete the program. (38 CFR 21.4254(c)(13), 21.455)
- Pro Rata Refund. MTEC will refund the unused portion of prepaid tuition and fees on a pro rata basis. The exact proration will be determined on the ratio of the number of days' instruction completed by the student to the total number of instructional days in the course. Any amount more than \$10.00 for an enrollment fee or registration fee will also be prorated. (38 CFR 21.4254(c)(5))

III. NEXT STEPS IN ENROLLMENT

SCHEDULE A TOUR

If you are interested in learning more about MTEC, we encourage you to schedule a meet and greet lab tour with one of our Student Outreach Coordinators. When visiting MTEC in person, students will meet the instructor, have an opportunity to evaluate class size, and walk through the lab that will serve as their classroom. Visiting when classes are in session is a great way to experience the MTEC atmosphere and get a feel for the quality and style of instruction. If you are interested in more information or scheduling a tour, please contact the office at (207) 729-5298.

REGISTER ONLINE OR WITH THE STAFF AT MTEC

You've decided to take a class or series of classes. This is terrific! All classes can be found at MTECenter.com, and registration can be completed online. If you'd prefer to have a staff member assist you with registration, please call 207-729-5298.

If a class is open, you can register right up to the day before it starts. A deposit is required to save your seat, so please contact the office with credit card information or send in a check asap after you register online. If the class is full and a deposit hasn't been paid, you may lose your seat. (This doesn't apply to students whose tuition will be paid by a career center, vocational rehab or the VA.)

All classes require payment in full either two or three weeks before the class starts. Upon registration you will receive a confirmation with this information. Please note the timing so you make payment on time. As with a deposit above, if the class is full and a

MEMA TECHNICAL EDUCATION CENTER

Student Handbook 2023

payment hasn't been made by the deadline, you may lose your seat. (This doesn't apply to students whose tuition will be paid by a career center, voc rehab or the VA.)

Certain payment arrangements can be made if you communicate with the office staff well ahead of time.

MTEC is a non-accredited training facility. For recipients of Veterans Education Benefits, MTEC complies with the VA requirement to offer credit for prior learning. .

INFORMATION FOR TEACHERS AND GUIDANCE COUNSELORS

Massive student loan debt and limited job availability have students thinking twice about attending two and four-year degree programs, resulting in a rapidly growing interest in certification programs nationwide. From Nursing to graphic design; Plumbing to HVAC-R, smart students are choosing to train for trades they can take with them wherever they go. Certification programs also provide an opportunity for students to subsidize their future educational endeavors, by allowing them to work part time while studying.

If you have students who thrive in the type of hands-on training environment offered by MTEC, we encourage you to schedule a classroom visit or lab tour by calling (207) 729-5298, or by visiting MTEC online at www.mtecenter.com.

IV. POLICIES

ATTENDANCE

Students are expected to attend all regularly scheduled classes and laboratory sessions. Students who need to miss class time **must** provide notice to their instructor. More than (8) hours of missed classes for the oil class and (7) hours for the propane classes, may result in dismissal from the program.

The scheduling of appointments during class hours should not occur unless prior approval has been received from the instructor and will be handled on an individual basis.

A family emergency or personal illness may cause a student's extended absence. The student or a family member needs to contact the instructor, or a MEMA staff member, to notify them of the emergency and request other assistance as needed. Upon return, the student is responsible for planning with the instructor to complete all course requirements; however, in some cases it may not be possible to successfully complete the course. Emergencies will be handled on an individual basis.

MEMA TECHNICAL EDUCATION CENTER

Student Handbook 2023

HOLIDAYS

The Technical Center will be closed the below holidays in 2023:

- New Year's Day, Jan 1
- President's Day, Feb 20
- Memorial Day, May 29
- Independence Day, July 4
- Labor Day, Sep 4
- Indigenous People's Day, Oct 9
- Veterans Day, Nov 11
- Thanksgiving Day and the day after, Nov 23, 24
- Christmas Day, Dec 25

CELL PHONES

Students are not permitted to use cell phones inside the classrooms. You will be able to use phones on breaks, approximately every 1 ½ hours, and at lunch. You will be able to use them in the lab for pictures of wiring etc. Cell phones are not permitted to be used in the lobby area. It is also our request that cell phones be left in your vehicles, as to not disrupt classes while in session. In cases of emergency, student contacts may call the office (207) 729-5298 and office staff will promptly deliver a message.

CLASS CANCELLATIONS

Occasionally, an instructor will need to cancel class due to illness, an emergency or weather. Under normal circumstances, the cancellation of a class will be communicated to the students in the following ways:

- In the event of inclement weather, WCSH/WLBZ will be notified, and the cancellation will be posted online and on TV.
- MTEC will also announce cancellations via the MTEC Facebook page.

CODE OF CONDUCT

MEMA Technical Education Center requires students to conduct their affairs with proper regard and mutual respect for MTEC, fellow students, and the members of its community.

When necessary, MTEC will use this Code to:

- Ensure the orderly administration of MTEC's academic offerings
- Secure the opportunity of all students to pursue peacefully their educational objectives.
- Protect the health, safety, and welfare of MTEC and the members of its community.
- Maintain and protect the real and personal property of MTEC and the members of its community.

MEMA TECHNICAL EDUCATION CENTER

Student Handbook 2023

While it is not possible to list all behavior that is unacceptable while at MTEC, students may be disciplined for behavior that is unsafe, detracts from any student's ability to complete their studies, or is not in MTEC's best interest (other than for conduct that is protected by law).

Discipline may include oral warnings, written warnings, suspension, or expulsion, in the sole discretion of MTEC. Serious misconduct may result in immediate expulsion.

NONDISCRIMINATION AND NONHARASSMENT POLICY

MTEC is committed to the principle of equal opportunity and providing an educational and work environment free from discrimination. MTEC prohibits discrimination on the basis of race, color, national or ethnic origin, religion, sex, sexual orientation, gender identity or gender expression, age, disability, genetic information or veteran status and other legally protected classes (as defined by law) in the recruitment and admission of its students, in the administration of its education policies and programs, or in the recruitment of its faculty and staff. MTEC adheres to all applicable state and federal equal opportunity laws and regulations.

The Director of Title IX and Civil Rights Compliance, Hannah Estes, coordinates the Center's efforts to comply with any and all federal and state laws that prohibit discrimination on the basis of one or more of the protected characteristics listed above. This includes coordinating its efforts to comply with and carry out its responsibilities under Title IX of the Education Amendments of 1972 as amended ("Title IX"). Title IX prohibits discrimination in educational programs on the basis of sex. Prohibited sex discrimination includes sexual harassment and sexual misconduct (including sexual assault, dating violence, domestic violence, and stalking) as defined by the center's policies.

Complaint Procedure

Any student who believes he or she is being discriminated against or harassed should report it immediately to the Director of Title IX and Civil Rights Compliance. Students may also report issues of harassment to the President or Vice President. All complaints will be treated seriously. Investigation of complaints will be prompt and will be conducted with due regard for the sensitivity of the issues and privacy of everyone involved. Interviews with the parties involved may be conducted and related documents and information may be reviewed. After completing the investigation, the employees involved will be notified of the results of the investigation.

Inquiries concerning the center's policies, compliance with applicable laws, statutes, and regulations (such as Title VII, Title IX, ADA/Section 504, and Maine Human Rights Act), and complaints may be directed to:

Hannah Estes

MEMA TECHNICAL EDUCATION CENTER

Student Handbook 2023

Director of Title IX and Civil Rights Compliance
25 Greenwood Rd.
Brunswick, ME 04011
Phone: (207) 729-5298

Any person can file a complaint of discrimination with the U.S. Department of Education's Office for Civil Rights by visiting their site <https://www2.ed.gov/about/offices/list/ocr/complaintintro.html> or by calling 1-800-421-3481.

A complaint may also be filed with the **Maine Human Rights Commission (MHRC)**
Website: www.state.me.us/mhrc/index.shtml **Phone:** 207.624.6050

Non-Retaliation

Retaliation against an individual who has raised claims of illegal discrimination or has cooperated with an investigation of such claims is prohibited. An individual who retaliates against someone who has reported a claim of illegal discrimination in good faith is subject to discipline up to and including termination of employment and/or dismissal from the college.

PREREQUISITES

At MTEC we believe that all students have a chance to success regardless of their background or prior learning, therefore there are no degree or certificate prerequisites required to enroll in classes at MTEC. Some level of reading and math skills would be required in order to successfully complete required classwork.

PERFORMANCE & TESTING

A grade of 70% or higher is required for each course in the program. To be eligible for graduation, the average in each course taken must be equal or greater than 70%. Some testing is pass/fail with passing a minimum of 70%. Student records are kept by the instructor and available to the students if requested. Grades are based on tests and quizzes which are made known to the student immediately upon correction. Depending on the type of program, the student receives a certificate or transcript at the end of class. This certifies that the student has successfully completed all the course expectations, specifically grades and attendance.

All testing shall be done at the same time as all other students. Students must test at this time unless prior approval is received from the Senior Instructor. If prior approval is NOT given, there will be a \$100 fee charged to make up a test.

If for any reason, you or your instructor feel that you need additional help with the material, a time will be arranged to discuss the best action to be taken. MTEC staff does their best to maintain a "Leave No-One Behind" environment. If a student continues to

MEMA TECHNICAL EDUCATION CENTER

Student Handbook 2023

fall behind, due to the lack of participation on their part they will receive a verbal “warning” and their Sponsor (if applicable) will be notified that the student’s enrollment is in serious jeopardy. Student sponsors may be employers, the Career Center, the VA, or at times a parent of the student. If improvement is not made, evidenced by made-up time missed or made-up tests with a passing grade, the student will be dismissed and the tuition forfeited. For recipients of Veterans Education Benefits, MTEC complies with the VA requirement for a pro rata refund of the unused portion of the tuition, fees and charges if the veteran or eligible person is dismissed or withdraws from a course or series of courses before completion.

Any student who is dismissed may, with permission from the Business Manager, register for a course (the same one or a different one) again. Extenuating circumstances such as the death of a family member or personal injury/sickness are instances where we welcome a student back. A student dismissed for behavioral issues may be denied or allowed back on a probationary basis.

PERSONAL PROTECTIVE EQUIPMENT

Students may be required to wear personal protective equipment (PPE) while handling tools and equipment. While in the lab eye protection must always be worn. Students should always ask for assistance when unsure of the proper PPE for a task. Students must provide their own glasses or goggles and provided PPE will need to be approved by the instructor.

Students who fail to wear the proper PPEs, or refuse to utilize PPEs, would not be allowed in the training lab.

SUBSTANCE USE/ABUSE

MTEC is committed to providing and maintaining a drug free environment. The following are strictly prohibited at MEMA Technical Education Center:

- Manufacturing, distributing, selling, or providing controlled or illegal drugs, marijuana, or alcohol.
- Possessing marijuana, alcohol, or illegal drugs.
- Being under the influence of controlled drugs, marijuana, or alcohol, including being under the influence of the unauthorized or illegal use of prescribed medication.

If a student’s use of prescribed medication might compromise the student’s safety while at the lab, or the safety of other students or the public, the student should consult with one of the Instructors or the Business Manager.

A violation of this policy may result in action, up to and including expulsion. If found under the influence of any substance you will be asked to leave immediately. The Senior Instructor will contact you within 24 hours for remediation of the situation.

SMOKING

Smoking (including electronic nicotine delivery systems, like electronic cigarettes and vaporizers) is not allowed in MTEC classrooms, offices, facilities, or vehicles. Smoking is only allowed outside our facilities in the designated areas, and in accordance with legal requirements. Students must remain in the designated areas (at least 20 feet from entrances, vents, and exits) when smoking to permit people to gain access to or leave facilities without being subjected to unwanted smoke. Smokers and tobacco users have a special obligation to keep the smoking area litter free and not to abuse or break rules. Please use proper receptacles to dispose of tobacco products.

STUDENT PARKING

All students shall park in the designated **Student Parking Area** which is to the left when entering the campus. Students are asked to not leave the technical center during breaks but are encouraged to do so for their lunch break.

USE OF MTEC TOOLS

Although it is the responsibility of each student to supply their own required tools, MTEC provides supplies, materials, and equipment necessary for you to practice skills in the lab. All center provided items are to be used solely for MTEC purposes unless prior authorization has been received from the Senior Instructor. Students are expected to exercise care in the use of center owned property and use such property only for authorized purposes. Loss or damages should be reported at once. Theft will be reported to local officials for investigation. Negligence in the care or use of MTEC property may be considered grounds for discipline, up to and including expulsion.

To ensure all equipment is available for the next class the tool room will be inventoried at the end of every lab session. The instructor will assign inventory duty to students on a rotating basis, and class will not be concluded until inventory had been taken and tools are accounted for.

Vandalism/Intentional Destruction of Property

Acts of vandalism or destruction of property should be reported to the Senior Instructor. This behavior will not be tolerated, and local officials may be notified for legal action as well as immediate dismissal of students responsible.

V. REFUND POLICY

MEMA Technical Education Center has a maximum and a minimum number of students it will serve per class. If the minimum is not achieved, all funds paid will be refunded. If

MEMA TECHNICAL EDUCATION CENTER

Student Handbook 2023

the maximum number is achieved, no further registrants will be accepted. All registrations are on a first-come first-serve basis.

Payment

Payment, in full, must be received by MEMA **(10) business days prior** to the first day of class for the registrant to be admitted to the class.

Cancellation

All funds paid, *except the Registration Fee*, can be refunded if such is requested no later than **(10) business days prior** to the first day of the course. Requests for refunds **within (10) business days** of the first day of the course **will not be honored**. All funds paid will be forfeited.

Transfers

MEMA will allow a registered student to transfer from one class to a future offering of that same class if the request for transfer is made at least 10 business days prior to the first day of the class. If the request is made less than 10 business days of the first day of the course, a \$100 Transfer Fee will be charged. If the future offering is offered at a higher rate the difference will be charged to the registrant.

Specific policy for GI Bill recipients:

- Pro Rata Refund. MTEC will refund the unused portion of prepaid tuition and fees on a pro rata basis. The exact proration will be determined on the ratio of the number of days' instruction completed by the student to the total number of instructional days in the course. Any amount more than \$10.00 for an enrollment fee or registration fee will also be prorated. (38 CFR 21.4254(c)(5))

RECEIPT & ACKNOWLEDGEMENT OF MTEC STUDENT HANDBOOK

I acknowledge I have received a copy of the MTEC Student Handbook and will adhere to the guidelines set forth. I understand my failure to comply with MTEC guidelines may result in disciplinary action, up to and including expulsion. As business and economic conditions are always changing, the contents of this Handbook may be changed at any time at the discretion of MTEC, with or without notice. Please read the following statements and sign below to indicate your receipt and acknowledgement of the MTEC Student Handbook.

- I have received and read a copy of the MTEC Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of MTEC at any time. I understand that this student handbook replaces and supersedes all other previous handbooks for MTEC.
- I understand that MTEC has a policy strictly prohibiting discrimination and harassment based on an employee's race, color, religion, national origin, ancestry, gender, physical or mental disability, sexual orientation, age, military service and genetic information. I further understand that MTEC has a complaint procedure by which an employee can report a complaint of harassment and that the company will investigate such complaints and take appropriate action.

I understand that, should the content be changed in any way, MTEC may require an additional signature from me to indicate that I am aware of and understand any new policies.

Student's Printed Name

Student's Signature

Date

ADDITIONAL POLICY & WAIVERS

Privacy Policy

With your permission, MTEC releases student contact information to potential employers. If you will allow MTEC to release this information to potential employers, please sign below.

Student's Printed Name

Student's Signature

Date

Photo Waiver

With your permission, MTEC may use pictures of our students for marketing, social media, and website purposes.

Student's Printed Name

Student's Signature

Date